QUICK TAKES FOR PAYMENT ACCURACY

October 2007

PROCESSING TIME FRAMES: QUESTIONS

SEPTEMBER 2007

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	**3**	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

OCTOBER 2007

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	**31**			

NOVEMBER 2007

Su	Mo	Tu	We	Th	Fr	Sa
					1	2	3
4	5	**6**	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	**22**	23	24
25	26	27	28	29	30	

NOTE: In each situation below, the case has not been processed prior to the reported change.

1. A household applies for recertification on September 5. On September 14 the household reports a new household member who has income. The DSS-8650 is mailed on September 14 requesting verifications. The household fails to provide the verifications by the DSS-8650 expiration date. On what date will the case be denied? **September 28. Close timely recerts on the last workday of the current CP.**

2. Date of application for recertification is September 19. On October 17 the household reports new income. The DSS-8650 is sent to the household requesting verification on October 17 . The household failed to provide verifications. On what date will the case be denied? **October 29**

   The household provides all necessary verifications on November 15. The case should be reopened by **November 20 (within 5 calendar days)**. The transaction and reopen codes will be **TC 3/31**. The date of application is **November 15.** Will the benefits be prorated? **Yes**

3. A household applies for recertification on September 12. On September 21 the household reports a new household member. The DSS-8650 was sent to the household on September 21. The verifications are not provided. The case will be denied on what date? **October 1. Allow 10 calendar days from 9-21.**

   The household provides all necessary verifications on October 9. The case should be reopened by **October 12**. The transaction and reopen codes will be **TC 3/50**. The date of application is **September 12**. Will the benefits be prorated? **No**

   If the household provides all necessary verifications on October 19, the case should be reopened by **October 24**. The transaction and reopen codes will be **TC 3/31**. The date of application is **October 19**. Will the benefits be prorated? **Yes**

4. Date of application for recertification is September 8. On the DOA, a DSS-8650 is given to the household requesting rent and utilities, due to a new residence. The verifications are not provided by the DSS-8650 expiration date. On what date will the case be denied? **It should not be denied. The case should be processed by September 28. Process without allowing shelter and utility deductions.**

5. A household applies for recertification on October 5. The last month of the most current CP is September 2007. The household is not eligible for emergency services. Additional verifications were requested the same day and were provided on October 19.   The case should be processed by what date? **Recommend by October 31(before system terminates). Not a reopen. No later than November 2.**

   The household provides all necessary verifications on November 6. All cases must be reopened within 5 calendar days of providing the missing verifications. The case should be processed by what date? **Household must reapply. Late recert do not get an additional 30 days to provide verifications.**